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REGISTRATION AND INQUIRY MANUAL

**Emergency Services Division
Medical Services Branch**

Published by Authority of the Minister of
NATIONAL HEALTH AND WELFARE

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PREFACE

This manual is produced by the Emergency Services Division of the Department of National Health and Welfare. It is intended as a guide in planning, organizing, and operating the Registration and Inquiry Service in an emergency and also for staff training.

Registration and Inquiry is an emergency social service whose objective is to reunite family members separated in a disaster and to answer inquiries concerning the condition and whereabouts of missing persons.

The Registration and Inquiry guidelines and procedures suggested in this manual are flexible and can be adjusted to meet local needs and contingencies.

It is hoped that this manual will prove useful to those responsible for the development of this important emergency social service in communities across Canada.

CHAPTER I EMERGENCY SOCIAL SERVICES

1. HUMAN CONSEQUENCES OF DISASTERS

Each year numerous communities across Canada experience a variety of natural and man-made disasters such as floods, fires, tornadoes, ice storms, blizzards, hazardous chemical spills, transportation crashes and industrial accidents.

Although disasters may cause destruction to the physical environment, they primarily affect people. Lives are lost, people injured, homes destroyed, and families dislocated. The resulting human grief, emotional stress, social and economic disruptions affect the well-being of individuals, families and the community as a whole.

2. EMERGENCY SOCIAL SERVICES

In a large-scale disaster, the volume, urgency and intensity of human needs and the degree of social disorganization are such that regular community social service resources are unable to cope with the situation. What is required is an emergency social service response system concerned with meeting urgent physical and personal needs until regular social services or special plans/programs come into operation.

Emergency Social Services (ESS) is a pre-planned emergency response organization designed to provide those basic social services which after a disaster are considered essential for the immediate and continuing well-being of persons affected.

Five Emergency Social Services are considered essential:

(a) **Emergency Clothing Service**

supplies clothing or emergency covering until regular sources of supply are available.

(b) **Emergency Lodging Service**

arranges for safe, immediate, temporary lodging for homeless people.

(c) **Emergency Feeding Service**

provides food or meals to those persons without food or food preparation facilities.

(d) **Registration and Inquiry Service**

assists in reuniting families. Collects information and answers inquiries regarding the condition and whereabouts of missing persons.

(e) Personal Services

- (i) provide information on immediate emergency help available to persons affected by a disaster;
- (ii) arrange for the temporary care of unattended children and dependent adults; and
- (iii) provide information, financial aid, material assistance and counseling to people with personal problems and needs created or aggravated by the disaster.

3. EMERGENCY SOCIAL SERVICE PLANNING

(a) Responsibility for ESS Planning

Responsibility for ESS Planning rests with a community's existing care-giving and public-minded agencies and organizations such as:

- (i) municipal or provincial departments of social services;
- (ii) private social service agencies;
- (iii) service clubs, church groups, and branches of national organizations; and
- (iv) business and professional associations.

A community's ESS response organization is built from and integrally linked to the existing community social service organizations. Its role is to support and assist the local social service structure, not replace it.

(b) ESS Organization Chart

An example of a suggested community ESS response organization is included in Annex "A".

CHAPTER II REGISTRATION AND INQUIRY SERVICE

1. INTRODUCTION

In the event of a major disaster occurring in a community, family members may become separated. This is particularly true if a disaster occurs during the day with family members at school, at work, or at home. Separation from loved ones and concern for their well-being would of course arouse feelings of anxiety and fear. These concerns will not be relieved until families are reunited or until accurate information is received regarding their condition and whereabouts (4, 7, 8, 15, 22).*

2. OBJECTIVES

Registration and Inquiry (R & I) is an Emergency Social Service the objectives of which are to:

- (a) collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster victims.
- (b) assist in reuniting separated family members as quickly as conditions permit.

3. PURPOSE

Knowledge that there exists a well-organized and pre-planned response service that can assist separated people to get in touch with one another will help:

- (a) reduce anxiety and fear among disaster victims;
- (b) facilitate compliance with evacuation orders and discourage attempts by evacuees to reunite families by returning to previously evacuated areas; and
- (c) promote the recovery of survivors or evacuees who suffer from temporary disaster related shock or anxiety. The fact of writing down their names, addresses, age and such information helps disaster victims to re-establish contact with the familiar, to re-identify themselves as individuals (7, 20).

The Registration and Inquiry Service assists rescue officials in locating missing persons or accounting for persons residing in the disaster affected area.

* The numbers in brackets refer to the references given at the end of this document.

CHAPTER III ORGANIZATION

1. PRE-PLANNING

If the R & I service is to provide information on missing persons and reunite families at the earliest possible moment, it must be pre-planned and organized in order to be implemented immediately after an emergency occurs.

2. ORGANIZATION CHART

The size of the community determines the structure and scope of the R & I organization. The organization should be flexible in order to respond to varying emergency situations and demands.

A suggested R & I organization chart is included in Annex "B".

3. ROLES AND RESPONSIBILITIES OF R & I PERSONNEL

In order to respond promptly and effectively to requests for information on disaster victims, R & I personnel must understand ahead of time their roles and responsibilities.

(a) Chief of R & I

The organization of the R & I service in a community begins with the appointment and training by the Director of Emergency Social Services of the Chief of R & I who:

- (i) develops an R & I response plan;
- (ii) selects and trains staff;
- (iii) tests the plan by holding regular R & I exercises, revises and updates the plan on a regular basis;
- (iv) coordinates R & I plans with those of other ESS and municipal emergency services;
- (v) ensures that the general public is informed of the role of the R & I service in the event of a disaster.
- (vi) reports to ESS headquarters when an emergency occurs and, if required, initiates and directs R & I Operations;
- (vii) maintains an R & I log and provides ongoing reports on problems, needs, and status of activities to ESS Director;

(viii) prepares a post-disaster report on R & I emergency activities for ESS Director and ensures that all R & I operational sites are restocked and borrowed equipment is returned (see Annex "C" for a list of R & I supplies and equipment required at R & I Operational Sites).

(b) R & I Planning Committee

In larger communities, the chief of R & I may want to select a committee of appropriate residents to assist in planning, testing and reviewing the R & I Plan. Key R & I staff (R & I supervisors, Central Registry Manager and other unit heads) would usually be included in the Planning Committee.

(c) R & I Supervisors at Reception Centres

A Reception Centre is a one-stop service site where evacuees are received and from which all five Emergency Social Services are provided.

The Chief of R & I appoints an R & I Supervisor for each identified Reception Centre in the community. The R & I Supervisor reports to the Reception Centre Manager for administrative matters and to the Chief of R & I on the operation of the R & I service.

The responsibilities of the R & I Supervisor at the Reception Centre are to:

- (i) organize the R & I service at assigned Reception Centre by training R & I staff and ensuring availability of necessary R & I equipment and supplies (see Annex "C");
- (ii) mobilize R & I staff when R & I plan is initiated and set up R & I service in Reception Centre;
- (iii) prepare work schedules, maintain R & I log and report regularly on problems, needs and status of activities to R & I chief;
- (iv) turn over completed Reception Centre copies of R & I cards to the Chief of R & I when the emergency is over and restocks R & I equipment and supplies; and
- (v) participate in the evaluation of R & I service.

(d) R & I Workers at Reception Centres

Under the direction of the R & I supervisor, R & I workers at Reception Centres:

- (i) brief evacuees on completing R & I cards;
- (ii) assist evacuees who are unable to complete R & I cards;

- (iii) sort completed R & I Cards alphabetically and ship them to the Central Registry Bureau;
- (iv) initiate Reception Centre Search and Reply process;
- (v) contact inquirers if missing persons are located; and
- (vi) advise Supervisor of Registration Cards bearing notice of death.

(e) Mobile R & I Team

If necessary, a Mobile R & I Team registers and assists in making inquiries for:

- (i) patients in existing and emergency hospitals;
- (ii) residents of special care facilities; and
- (iii) unattended children and dependent adults accommodated in group lodging facilities within the Reception Centre area.

(f) Central Registry Manager

The Central Registry Manager is appointed by and reports to the Chief of R & I on the operation of the Central Registry Bureau. His/her responsibilities are:

- (i) In conjunction with the Chief of R & I:
 - o selects primary and alternate locations where Central Registry operations might be located;
 - o ensures that a pre-determined telephone number for Central Registry is available for distribution to public via T.V., radio, and other media;
 - o ensures availability of appropriate telephone equipment for the Central Registry Bureau (see Annex "C"); and
 - o arranges with the Director of ESS for alternate communication systems, e.g., amateur radio, C.B., courriers, etc.
- (ii) trains Central Registry staff and ensures availability of R & I equipment and supplies required for R & I operations at the Central Registry Bureau (see Annex "C").
- (iii) mobilizes Central Registry personnel when R & I plan is initiated and directs Central Registry Bureau operations;
- (iv) obtains a geographical outline of the affected disaster area to facilitate search and reply tasks;

- (v) maintains log of R & I activities at Central Registry and provides ongoing report on problems, needs and status of activities to Chief of R & I;
- (vi) turns over all completed R & I cards and records to the Chief of R & I when the emergency is over; and
- (vii) prepares report on overall functioning of Central Registry Bureau for Chief of R & I and participates in evaluation of R & I service.

(g) Intake Unit Supervisor - Central Registry Bureau

Oversees the operation of the R & I Intake Unit which is responsible for:

- (i) completing R & I cards for persons wishing to register or place an inquiry by telephone or in person;
- (ii) advising Inquiry Unit to cancel inquiries when inquirers report that missing persons have been located; and
- (iii) providing information on available disaster aid and services.

(h) Inquiry Unit Supervisor - Central Registry Bureau

Oversees operation of the Inquiry Unit which is responsible for:

- (i) keeping track of inquiries by setting up and maintaining an Inquiry Master File;
- (ii) forwarding original of Inquiry cards to Search and Reply Unit; and
- (iii) filing all answered inquiries.

(i) Search and Reply Unit Supervisor - Central Registry Bureau

Oversees operation of the Search and Reply Unit which is responsible for:

- (i) setting up and maintaining resource information files on disaster victims and evacuees using registration cards, lodging lists, and lists obtained from police, hospital, etc.; and
- (ii) locating information on the condition and whereabouts of missing persons and informing inquirers.

4. BACK-UP STAFF

In a major disaster, the R & I service may have to operate on a 24 hour basis. Back-up staff will be required to replace initial response staff.

5. RECRUITING R & I PERSONNEL

(a) Suggested Sources of Personnel

Persons with knowledge and experience in an R & I related field are well suited to organize and operate the R & I service. These persons, as part of their daily tasks, would be familiar with:

- (i) answering public inquiries;
- (ii) setting up filing systems;
- (iii) processing information, data, and accounts; etc.

Such persons can be recruited among bank and office managers, librarians, clerks, insurance agents, teachers, crisis centre workers, telephone operators and active retirees.

In some communities, representatives from voluntary organizations such as the Red Cross and the Salvation Army may accept overall responsibility for planning and operating the R & I service.

(b) Additional Criteria

In considering candidates for key R & I positions, the following criteria is suggested for consideration:

- o familiarity with community
- o leadership and organizational ability
- o flexibility
- o ability to cooperate and delegate
- o experience in training

(c) Desirable Personal Skills for R & I Workers

If, in a major disaster, many people are killed, seriously injured or missing, some of the callers inquiring on the condition and whereabouts of these people will of course be extremely anxious and upset. It is therefore important to recruit mature, sensitive R & I workers and to enhance their natural communication skills through training. R & I workers are:

- (i) good listeners who can assess a caller's emotional state and respond appropriately;
- (ii) caring individuals who can express warm, genuine and empathic concern for the needs of the caller and who can provide immediate emotional support and reassurance;
- (iii) able to remain calm under pressure;
- (iv) able to communicate clearly both orally and on paper;
- (v) able to record information accurately and legibly;

- (vi) able to file accurately;
- (vii) able to maintain confidentiality.

(d) **Language**

Recruitment of R & I workers who understand and speak the language of major ethnic groups in the community is of course desirable.

CHAPTER IV OPERATIONAL GUIDELINES

1. REGISTRATION

(a) Basic Policy of Operation

Registration by evacuees is voluntary.

(b) How to Register

Registration of persons in most cases is accomplished by filling out a Registration Card (see Annex "D" for a detailed description of the Registration Card as well as recording instructions).

(c) When to Register

Persons should be registered as soon after the disaster as possible, but not until their immediate needs have been met.

(d) Where to Register

Registration points would be established at the following locations:

(i) Reception Centres

Some evacuees will register at Reception Centres where space, equipment and staff are earmarked for R & I service.

(ii) Central Registry Bureau

Persons who reside in the disaster area but who were outside the area or who evacuated to friends, relatives or commercial accommodation when the disaster occurred would register at the Central Registry Bureau in person or by telephone. The Intake Unit staff at Central Registry will complete Registration Cards on their behalf.

(iii) Hospitals

Persons admitted to hospitals may be registered by health or social work staff at the hospital who will forward Registration Cards or lists of injured to Central Registry for Inquiry purpose. The mobile R & I Team would assist hospital staff if required.

(iv) Mortuaries

Deceased persons will be registered by health, police, mortuary or coroner officials. Authorized officials (police, coroner, etc.) are responsible for notifying next-of-kin. (See page 20 regarding notification of next-of-kin).

- (v) Evacuation points; and
- (vi) In surrounding communities at designated reception centres.

2. INQUIRY

(a) How to Place an Inquiry

Inquiries concerning missing persons are initiated by means of an Inquiry card. Inquiries may also be made by telephone, telegram or any other available means. (See Annex "E" for a detailed description of the Inquiry Card as well as recording instructions.)

(b) Where to Place an Inquiry

(i) Reception Centres

Inquiries concerning missing persons and separated families can be initiated through the R & I units located in the Reception Centres.

(ii) Central Registry

Persons who reside in the disaster area but who were outside the area or who evacuated to friends, relatives or commercial accommodations when the disaster occurred should direct their Inquiries to the Central Registry Bureau. The Intake Unit at Central Registry will complete Inquiry Cards on their behalf.

The Intake Unit at the Central Registry Bureau would also take inquiries from inquirers residing outside the community, province or country.

CHAPTER V OPERATIONAL PROCEDURES

1. OPERATIONAL PROCEDURES IN RECEPTION CENTRES

(a) Completion of R & I Cards by Evacuees

- (i) evacuees arriving at Reception Centres or other R & I operational sites are informed of the R & I service and its location by reception workers;
- (ii) after preliminary briefing by R & I staff, the evacuees proceed to fill out Registration Cards;
- (iii) individuals seeking missing persons fill out Inquiry Cards;
- (iv) inquirers are informed to advise the Central Registry Bureau if the missing person(s) is located;
- (v) R & I cards are checked for completeness before evacuees leave the R & I service area.

(b) Distribution of R & I Cards by R & I Workers

R & I workers at the Reception Centres would:

- (i) sort R & I cards alphabetically;
- (ii) distribute Registration Cards as follows:
 - o **copy 1 (gold)** is given to the person registering who would be advised to telephone the Central Registry Bureau if he/she moves to a different location;
 - o **copy 2 (pink)** is retained at the Place of Registration;
 - o **copy 3 (white)** is sent to the Search and Reply Unit at the Central Registry Bureau.
- (iii) distribute Inquiry Card as follows:
 - o **copy 1 (green)** is retained at the Place of Inquiry.
 - o **copy 2 (yellow)** and **copy 3 (buff)** are shipped to the Inquiry Unit at the Central Registry Bureau.

Note: Copies 2 and 3 of the Inquiry Cards must not be separated before they are sent to the Central Registry Bureau.

(c) Inquiry Process at Reception Centre

R & I workers at the Reception Centres would initiate an Inquiry process by checking copy 1 of Inquiry Card against copy 2 of Registration Cards. If missing person(s) is located, R & I staff will:

- (i) reply to Inquiry;
- (ii) place answered Inquiry card in closed file; and
- (iii) inform Intake Unit at the Central Registry Bureau that the missing person has been located. Provide them with the emergency address and telephone number of located person(s).

2. OPERATIONAL PROCEDURES AT CENTRAL REGISTRY BUREAU

(a) Central Registry Bureau

(i) Definition

The Central Registry Bureau is a central site to which Reception Centres and all other R & I operational sites forward copies of Registration and Inquiry Cards for filing, searching and matching.

(ii) Objectives

The objectives of the Central Registry Bureau are:

- o to create a pool of information from which inquiries regarding the condition and whereabouts of specified persons and families can be answered; and
- o to assist in reuniting families separated as a result of an emergency.

(iii) Equipment and Supplies

See Annex "C" for a list of equipment and supplies required for the operation of the Central Registry Bureau.

(b) Steps in Processing Inquiries

The tasks to be performed by workers at the Central Registry Bureau are divided into three (3) operations to be performed by the Intake Unit; the Inquiry Unit; and Search and Reply Unit.

In a major disaster, each of these units operate more efficiently and effectively if they are located in separate rooms or offices.

(i) **INTAKE UNIT**

a) **Role**

Fills out R & I cards for persons wishing to register or place an inquiry by telephone, telegram, telex or in person.

b) **Registration Tasks**

- o fills out Registration Cards for individuals or families who have temporarily relocated out of the disaster area but who wish to provide information on their condition and whereabouts. Persons may register either by telephone or in person;
- o distributes Registration Cards as follows:
 - o if persons register by telephone, copy 1 and 2 are destroyed
 - o if persons walk-in to Central Registry Bureau to register, copy 1 is given to them and copy 2 destroyed
 - o forwards copy 3 to Search and Reply Unit.

c) **Inquiry Tasks**

- o fills out Inquiry Cards for inquiries received via telephone, telegrams, or in personal visits
- o distributes Inquiry Cards as follows:
 - o destroys copy 1
 - o forwards copy 2 and 3 to Inquiry Unit
 - o requests inquirers to inform Intake Unit if missing person is located;
- o when an Inquirer advises that a missing person(s) has been located the Intake unit records on an Inquiry Card the condition, emergency address, telephone number and other relevant information on the person(s) located and prints the word "located" in Block 8 of Inquiry Card. Copies 2 and 3 of Inquiry Card are then forwarded to the Inquiry File Unit.

d) **Operational Guideline**

No attempt should be made by Intake workers at the Central Registry Bureau to respond to an inquiry while the inquirer waits on the phone. Inform inquirers that Search and Reply workers will call as soon as information is available.

e) **Information and Referral Task**

Once the Central Registry Bureau's telephone number is released to the public, the Intake Unit can expect to receive numerous calls from persons requiring information on disaster aid. Callers could be provided with the telephone number of Personal Services who would be familiar with the Emergency Social Services offered by various community resources.

(ii) **INQUIRY UNIT**

a) **Role**

Keeps track of inquiries and ensures that replies are made.

b) **Operational Guideline**

If a large volume of Inquiry Cards is expected, filing responsibilities should be broken down alphabetically in order to facilitate the filing process. One person, for example, could be assigned letters A to E, the next person F-J and so on.

c) **Filing Procedures***

1. **On an initial inquiry:**

- o sets up Inquiry Master File using copy 2 of Inquiry Cards
- o forwards copy 3 of Inquiry Card to Search and Reply (S&R) Unit
- o records date and time copy 3 is routed to S & R on copy 2

When search is completed and reply made, the S & R Unit returns copy 3 of Inquiry Card to the Inquiry Unit who:

* Adapted from American Red Cross Disaster Services: Instructions for Disaster Welfare Inquiry Cadres. (ARC 3036). Washington, DC, 1978

- o retrieves copy 2 from Inquiry Master File and replaces it with copy 3
- o copy 2 is placed in a closed file
- o **Operational Guideline**

If telephones and other means of communication (radio, t.v. etc.) are down, information on the condition and emergency address of located person could be recorded on copy 2 which could be delivered by courier to the inquirer.

2. **When additional inquiries are received concerning an individual or family already located:**

- o attaches copy 3 of latest Inquiry Card to copy 3 of Master File and routes to S & R for reply
- o records on copy 2 of latest Inquiry Card date and time copy 3 is routed to S & R
- o files copy 2 in Inquiry Master file.

This procedure is followed on all subsequent inquiries.

3. **If subsequent inquiries are received on a person or family while one is already in S & R:**

- o forwards copy 3 of subsequent inquiries to S & R noting that a previous request has already been made.
- o staples copy 2 of subsequent inquiries to copy 2 already in the Master File.

4. **When an inquirer advises that a missing person has been located, the Inquiry Unit:**

- o retrieves copy 3 of Inquiry Card on that missing person from S & R
- o notes on copy 3 that the missing person has been located and records his/her emergency address and telephone number
- o files copy 3 in Inquiry Master File
- o retrieves copy 2 from Inquiry Master File and places it in closed file.

Note: If there are several Inquiry Cards on the same missing person(s):

- o retrieves copy 3 of all Inquiry Cards on that missing person
- o retains copy 3 of inquirer who has located missing person
- o records the condition, emergency address and telephone number of located person(s) on copy 3 of all outstanding Inquiry Cards and returns to S & R for reply.

(iii) **SEARCH AND REPLY UNIT**

a) **Role**

Checks Inquiry Cards against Registration Cards or other resource information on file. Replies to inquiries.

b) **Operational Guideline**

If a large volume of Registration Cards is expected, filing responsibilities should be broken down alphabetically in order to facilitate the filing process. One person for example, could be assigned letters A to E, the next person F-J and so on.

c) **Search and Reply Tasks**

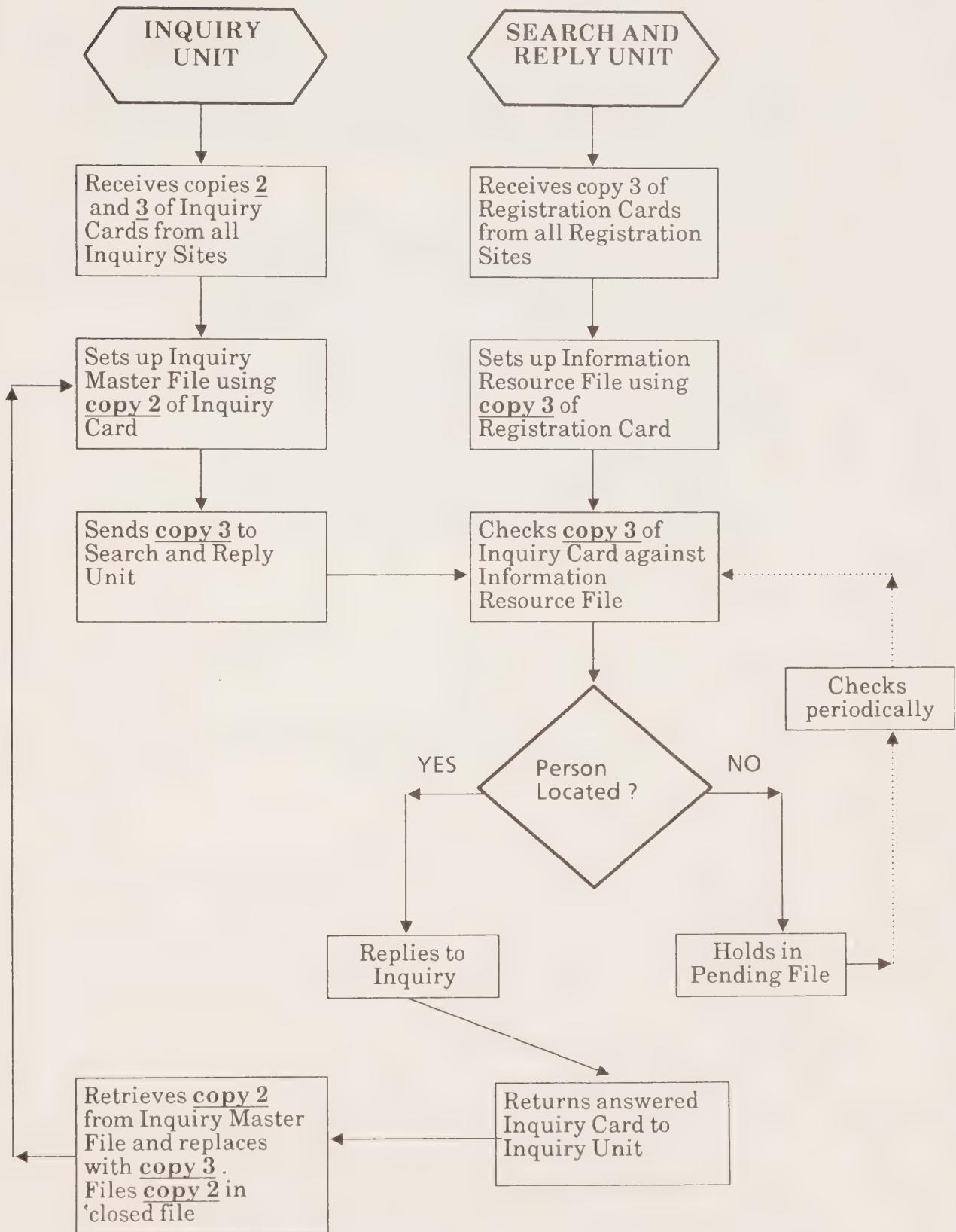
1. Sets up a Resource Information File using copy 3 of Registration Cards and lists of names received from Reception Centres, hospitals, police, etc., and from evacuees who have advised the Intake Unit at the Central Registry Bureau of their emergency addresses;
2. maintains resource materials, such as telephone directories, street and address directories, city maps, etc., that will facilitate Search and Reply tasks;
3. checks Inquiry Cards against Registration Cards or other resource information on file;
4. records on Inquiry Card the condition, emergency address and telephone number and other relevant information on person located;
5. checks Registration Card for restrictions to replies;

6. prepares replies and contacts inquirer(s); a quiet area for reply staff is desirable;
7. holds unanswered Inquiry Cards in a pending file; uses a metal tab to flag those Inquiry Cards where some of the persons listed remain unlocated;
8. returns answered Inquiry Cards to Inquiry File Unit;
9. When S & R receives an Inquiry Card concerning an individual or family already located, the information recorded on the master file copy attached to the latest Inquiry Card should be checked against the Information Resource File in case new information on the whereabouts or condition of located person or family is available;
10. contacts inquirer if unable to locate or secure information on missing person(s) or family member(s) within 24 hours. Emphasizes to inquirer that efforts to locate person(s) will continue (See Annex "F" for examples of Standard Telephone Replies to Inquirers);
11. advises inquirer to inform Intake Unit at the Central Registry Bureau if missing person(s) is located; and
12. if unable to locate missing person(s) through all available channels, with approval of Chief or R & I , arranges to publicize names of these missing person(s) on radio, t.v., newspaper, bulletin boards, etc. Persons being sought or others knowing of their whereabouts would be asked to communicate with the Central Registry Bureau;

all announcements should specify that the Central Registry Bureau is attempting to locate persons at the request of relatives or friends concerned about their safety (2);

if the missing person contacts the Central Registry Bureau request permission to release emergency address to inquirers.

CENTRAL REGISTRY BUREAU
INQUIRY AND SEARCH AND REPLY PROCESS



3. CENTRAL REGISTRY GUIDELINES

(a) Responding to Inquiries in a Major Disaster

Major disasters are usually followed by a period of disruption and confusion. If a community's communication system breaks down, it would of course take several days to restore, thus making difficult the effort to locate people. In such a situation, inquirers are advised of the problems and informed that responses will be provided as soon as possible.

(b) Notification of Next-of-Kin

Notification of next-of-kin and other decisions regarding the release of the names of people who have been killed is the responsibility of official authorities. Since these official authorities may vary from one community to another, it is important that the Chief of R & I clarify ahead of time who is officially responsible for notifying next-of-kin.

Registration or Inquiry Cards containing death notices are turned over to the Supervisor of Search and Reply or other supervisory personnel who will advise these officials. R & I can also assist by providing them with registration or inquiry information on the whereabouts of next-of-kin.

Personal Services staff who are experienced in grief counselling (e.g., clergymen, social workers, police chaplains, etc.) could accompany officials to offer emotional support to family members who are informed of the death of a loved one.

(c) Missing Persons

If after several days a person remains missing, inquirers would be advised to inform police.

R & I should also inform Personal Services of persons or families who are deprived of information about the fate of a family member so that emotional support can be provided (9, 14, 19).

(d) Reuniting Families

When the whereabouts of separated family members has been established, the head(s) of the family will be informed and will then be responsible for initiating action to reunite the family.

R & I should contact Personal Services when a more individual approach is required because of age (small children), state of health, or other personal problems.

(e) Central Registry - Telephones

Once the telephone number for Central Registry is released, telephone lines may become overloaded or jammed. It is therefore essential that a certain number of telephones, especially those in Search and Reply, have

separate outgoing lines only. This will allow Search and Reply to contact inquirers or to search for missing persons. The telephone numbers of these outgoing lines should not be released to the general public.

(f) **Filing System**

A uniform and accurate filing system is essential to facilitate the matching of R & I cards. Each R & I kit contains blank guide cards with projecting tabs to assist in filing cards alphabetically. Use your local telephone directory to assist you in listing names in alphabetical order.

The "top" and "bottom" of the R & I carton containers are designed in such a way that they can both be used as file boxes.

(g) **Disposition of Registration and Inquiry Cards**

- (i) Completed Registration and Inquiry Cards should be retained until the end of the R & I operation. The Chief of R & I will be responsible for the storage of the cards and will consult with the Director of ESS as to their final disposition.
- (ii) Although the information on the Registration Card is not confidential in the same sense that social case records are, caution and discretion should be exercised in revealing information or permitting studies based on the recorded material.

CHAPTER VI TRAINING

1. TRAINING RESPONSIBILITY

The Chief of R & I is responsible for training or arranging for the training of R & I staff. Training should cover the total R & I operation as well as individual assignments.

2. TRAINING PROGRAM

The content of the R & I training program should include the following:

- (a) orientation to Community Emergency Planning;
- (b) purpose and role of Emergency Social Services Planning;
- (c) role and function of the R & I Service;
- (d) roles and responsibilities of R & I staff;
- (e) R & I operational procedures at Reception Centres and Central Registry;
- (f) integration and coordination of R & I service with other Emergency Social Services;
- (g) types of emotional "crisis" that R & I staff may have to deal with, e.g., anxiety, fear, confusion over missing child, spouse, friend, etc.; and
- (h) basic communication skills that may assist in relieving emotional stress and providing reassurance: e.g.,
 - (i) Active Listening Skills
 - a. Assessing caller's emotional state, e.g., agitation, anxiety, fear, hostility, impatience, etc.;
 - b. accepting caller's feelings; and
 - c. resisting impulse to be in a hurry.
 - (ii) Response Skills
 - a. Developing and practicing, through role-play, appropriate verbal responses that will convey concern, understanding and empathy back to caller;
 - b. remembering that the sound of a warm, caring, thoughtful voice can provide emotional support and reassurance;
 - c. providing clear, accurate, honest information; and

- d. referring callers who require additional emotional support to Personal Services or other counselling agencies.

3. ROLE-PLAY

Role-Play would be one of the major tools used to train R & I personnel. Role playing could be developed around various R & I "crisis" situations where one trainee assumes the role of caller and the other the role of a Registration or Inquiry worker. Callers would be given a variety of situations or dialogues to play in placing the call, e.g., caller could be a mother inquiring on the whereabouts of a child who was in the area where the disaster struck and who is missing. Situation would bring out:

- (a) Various ways of responding to calls under pressure;
- (b) How to provide reassurance and support;
- (c) How to ask for additional information; and
- (d) How to end call.

4. COMPLETING REGISTRATION AND INQUIRY CARDS

R & I staff should also practice filling out R & I cards as part of the role-play. Some callers may be anxious or confused and therefore unable to provide clear and accurate information on the person they are inquiring about or on themselves.

5. RECRUITING TRAINERS TO ASSIST YOU

The Chief of R & I can call upon various local or regional social service agencies to assist in training R & I staff. Distress centres, family service, mental health and other social service agencies have experienced resource persons who could offer training in basic communication and crisis intervention skills to R & I staff.

CHAPTER VII REGISTRATION AND INQUIRY PLAN

1. PLANNING RESPONSIBILITIES

In order to respond promptly to the R & I needs of disaster victims, the R & I service must have a written plan that can be implemented in an organized and coordinated manner as soon as a disaster occurs.

The R & I plan is developed by the R & I Chief and Planning Committee. However, some joint planning with Police, Fire, Health and other relevant community emergency response organizations will be necessary in order to:

- (a) prevent overlap in functions;
- (b) establish legitimacy of activities; and
- (c) become a clearing house for R & I information.

Once written, the R & I plan becomes a part of the ESS response plan, which in turn is part of the overall community emergency response plan. Therefore, the R & I plan should be read in conjunction with these plans.

2. SOME CHARACTERISTICS OF AN R & I PLAN

The R & I plan should be clear, concise, realistic and kept up-to-date. It should be flexible enough to allow on-site staff to improvise and make adjustments to meet changing situations. In fact, R & I planners should, as part of their planning process, attempt to anticipate typical problems that could arise within the R & I service in an emergency and develop alternate solutions to these problems.

For instance, what would R & I staff do:

- (a) if the regular telephone system was out of order for 72 hours or more?
- (b) if there was an overload of inquiries at the Central Registry Bureau?
- (c) if a Reception Centre ran out of Registration Cards?

Although it is not possible to anticipate all potential problems, likely ones should be discussed and alternate courses of action planned.

3. CONTENT OF THE R & I PLAN

The following information is a guide to a possible format for writing a plan. Remember that the plan should be adjusted to meet the particular needs/capabilities of your community.

(a) **Part I - Main Body**

The main body of the R & I plan contains basic information which requires a minimum of amending. This part would include:

- (i) name and date of current plan;
- (ii) organization chart with lines of authority and responsibilities clearly defined (See Annex "B".);
- (iii) operational guidelines and procedures at Reception Centre and Central Registry Bureau (See pages 12-19);
- (iv) checklist of resources required at each R & I site. (See Annex "C".);
- (v) implementation procedures - specific details on when the plan is to be implemented and by whom;
- (vi) staff alerting procedures;
- (vii) checklist of essential staff duties at each R & I site.

(b) **Part II - Annexes**

The annexes to the plan contain basic information which may be subject to frequent change. The annexes would include:

(i) Resource Lists

a. Personnel

Name, address and *telephone numbers of all trained R & I workers and their job assignments. Remember that you may require back-up staff if initial response staff become fatigued.

b. R & I Sites

Address and telephone numbers of Reception Centres and Central Registry Bureau. Name, address and *telephone numbers of persons who have access to these facilities.

c. Supplies and Equipment

Checklist of all R & I equipment and supplies (see Annex "C") and their location. Name, address and *telephone numbers of persons who have access to same.

* Home and business numbers.

d. Transportation

Name, address and *telephone numbers of persons or organizations who have agreed to provide transportation.

e. Communication

Name, address and *telephone numbers of persons or organizations who have agreed to provide communication services to R & I, e.g., amateur radio league (ham radio), C.B. club, local telephone company, courriers.

f. Multilingual Services

Name, address, *telephone numbers and languages spoken of persons who have agreed to assist R & I.

g. Duties

Check list of duties of key R & I staff.

(ii) Letter of Agreement

A written statement of agreement can be made, where desirable, with organizations or agencies in the community who have agreed to provide personnel, facilities and equipment to support or operate the R & I service.

(iii) Mutual Aid Agreements

Mutual aid agreements are recommended between adjacent communities to ensure that municipalities can promptly and effectively assist each other in the event of an emergency. These plans should be approved by the governing body of each community.

4. **TESTING OF THE R & I OPERATION**

After a local R & I plan has been drawn up, workers recruited and trained, equipment and supplies located, the next logical step is to test the organizational and operational response plans, procedures, and workers' performance. One of the best ways to do this is to hold a series of EXERCISES. The first ones should be "paper exercises". These could involve R & I only in one Reception Centre, or at Central Registry then in the whole community. These should be followed by others more ambitious in size and scope involving, first, all five ESS, then other municipal emergency services and later the public at large.

* Home and business numbers

Exercises show up the strengths and weaknesses of the plan and performance of the workers. They indicate whether the program, as it stands, can achieve its aims, and whether positions are properly defined. An evaluation with the staff should follow each exercise.

5. DISTRIBUTION OF THE PLAN

The distribution of the plan is sometimes overlooked by emergency planners. An emergency plan is of no use if the plan and its provisions are only known to the person who prepared it.

To ensure coordination and cooperation in the event of an emergency, the content of the R & I plan should therefore be made known to relevant emergency response organizations and agencies who will be involved or affected by its execution or who could benefit from services offered such as Police, Fire, Health, etc. Consequently, the distribution of the R & I plan to interested parties is paramount if the desired results are to be achieved during its implementation.

6. R & I COMMUNITY EVACUATION RESPONSE PLAN

As part of the community ESS response plan, municipal authorities should have in place an R & I plan that can be implemented if a sudden evacuation is ordered. Municipal authorities may choose to have the evacuees register at checkpoints outside the danger area, at Reception Centres in adjoining Reception communities or by having them telephone a centrally located Registration and Inquiry Bureau. Inquiries could also be placed at each one of these sites. The telephone number and purpose of the R & I Bureau would be provided to the news media for distribution.

7. R & I SERVICE IN SUDDEN LOCAL DISASTERS

When sudden local disasters such as bus, train, and plane accidents or fires occur, the R & I service can provide valuable support and assistance to fire, police, hospital and other rescue authorities by setting up their service in a Reception Centre at a secure area, a safe distance from the accident scene.

The location, telephone number and purpose of the Reception Centre would be published as part of the news media's reports of the incident, thereby forestalling the convergence of relatives to the disaster scene or to health facilities. Police, fire, rescue and health officials would also refer family and relatives to the Reception Centre.

At the Reception Centre, R & I staff would receive inquiries from family members, relatives or friends concerned about the condition and whereabouts of loved ones who may have been involved in the disaster. The R & I staff could offer emotional support and reassurance to family members and provide prompt and reliable information about the condition and whereabouts of missing persons.

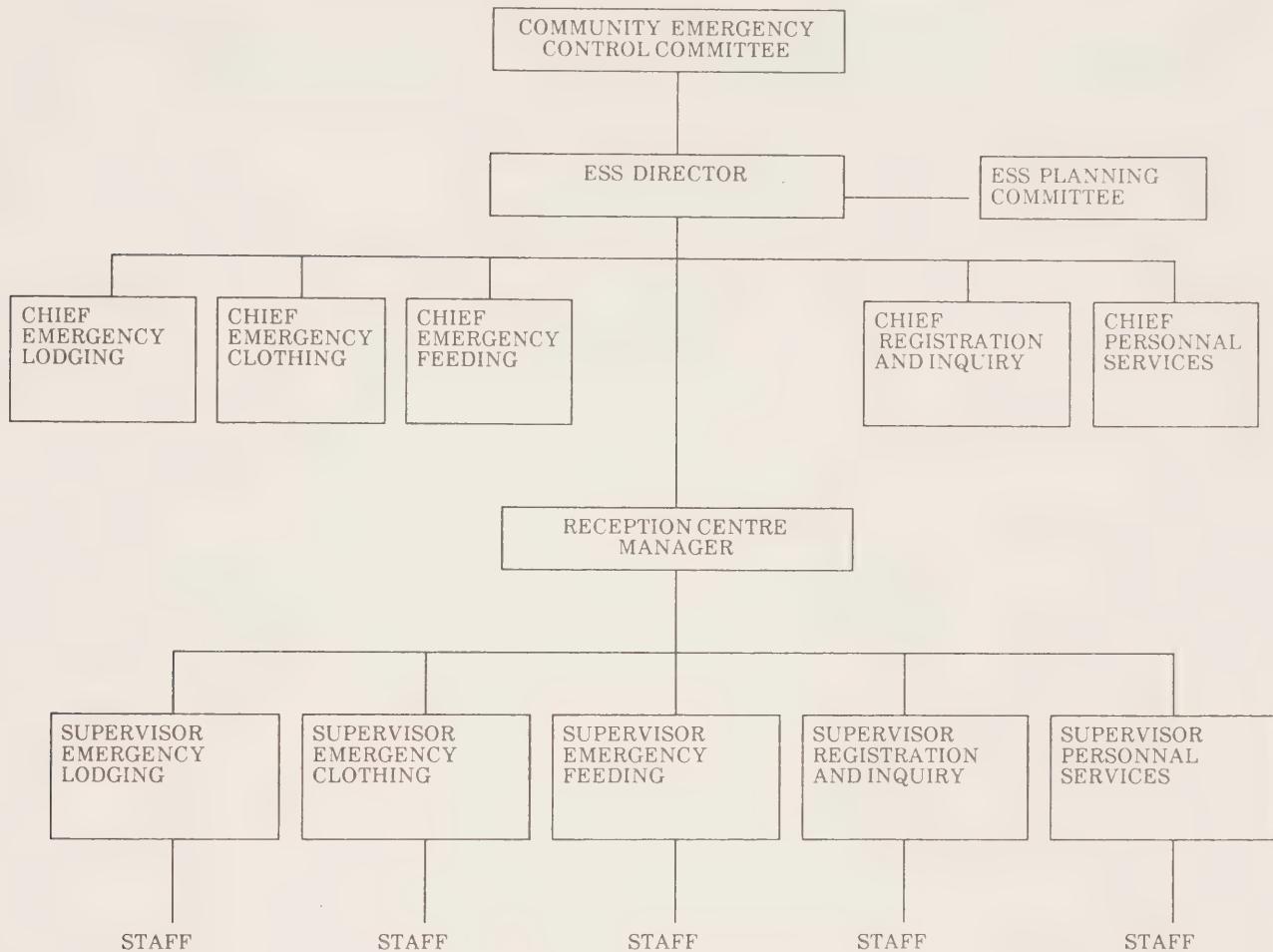
R & I response plans for sudden local disasters should be developed in cooperation with police, fire and health authorities and other emergency response agencies.

8. R & I SERVICE - HOSPITAL DISASTER PLAN

When a major disaster occurs, relatives and friends of injured persons will be trying to obtain information on their condition and whereabouts. Hospital disaster plans should therefore include provision for an information area where relatives can be directed. R & I personnel, clergy and/or hospital social services would provide this service in order to "keep treatment areas free of all but essential personnel" (1).

In areas where there is more than one hospital, and where hospitals have coordinated their plans, a central information area where all reports on casualties can be collected may be the most efficient and effective way to provide this service. Such an arrangement would also alleviate the need for relatives to wander from hospital to hospital seeking information (11).

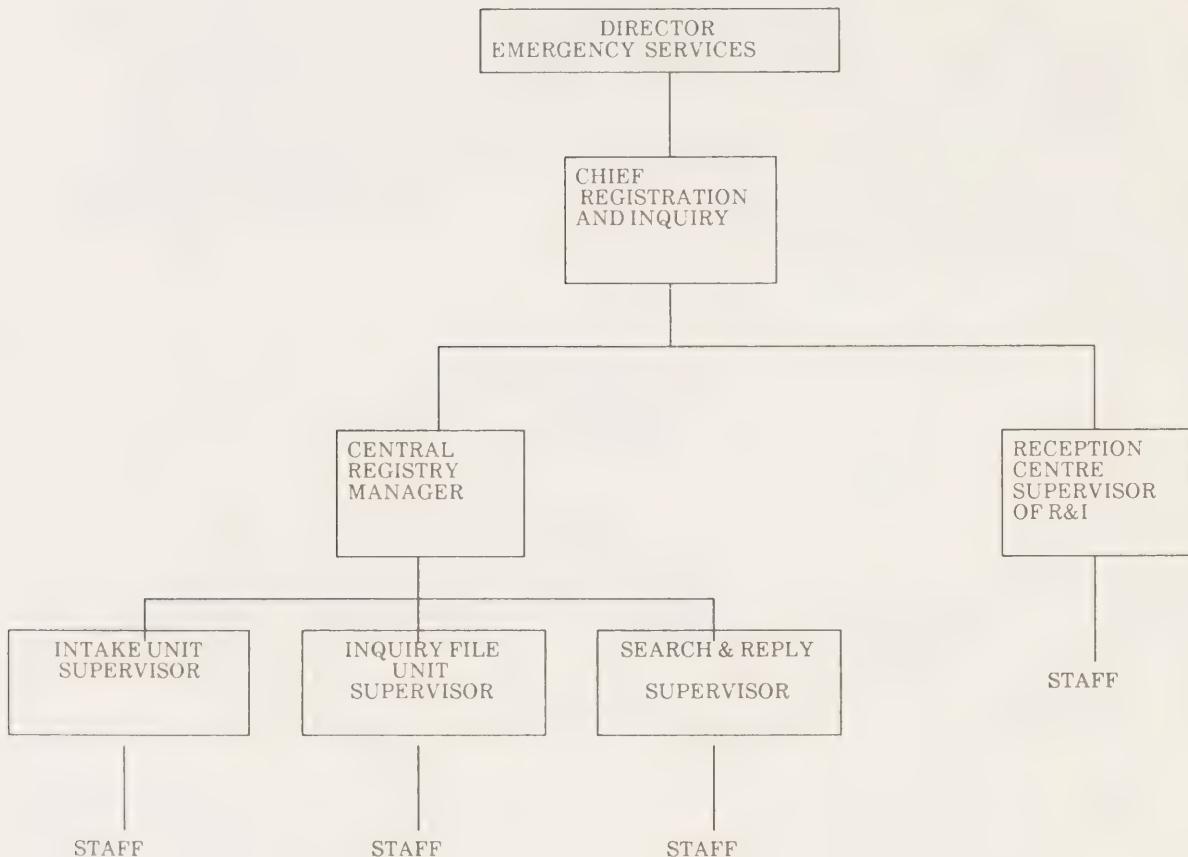
ORGANIZATION CHART
COMMUNITY EMERGENCY SOCIAL SERVICES



NOTES

1. In larger communities, the Chief of each service may require the assistance of a Planning Committee.
2. Supervisors of each service at Reception Centres report to their Chiefs at ESS Headquarters for the operation of their assigned services and to the Reception Centre Manager for administrative matters.
3. Depending on the number of evacuees to be received, some of these positions may require assistants.
4. In small municipalities some of the above positions may be combined.
5. Lines of successions are required for all positions.

ORGANIZATION CHART
COMMUNITY EMERGENCY SOCIAL SERVICES



NOTES

1. Chief of R&I may require a Planning Committee.
2. In small municipalities some of the above positions may be combined.

**EQUIPMENT, SUPPLIES AND REFERENCE AIDS REQUIRED
BY THE REGISTRATION & INQUIRY SERVICE AT OPERATIONAL SITES**

EQUIPMENT, SUPPLIES & REFERENCE AIDS LIST	SUPPLIES REQUIRED AT R&I OPERATIONAL SITES			R&I SUPPLIES AVAILABLE IN	
	Chief at ESS HQ	Reception Centre	Central Reg. Bur.	R & I Kits	Recept. Centre Kits
Blow-up of R & I card		x		x	x
Cards - Blank filing cards (20.5 x 12.5 cm)		x	x		
Communication (Amateur radio, C.B., Telephone, Courriers)	x	x	x		
Envelopes or boxes to ship cards		x	x		
Felt markers (various colours)		x	x		x
File guides for (20.5 x 12.5 cm cards)		x	x	x	x
File drawers for (20.5 x 12.5 cm cards)		x	x	x	x
Log book, Message forms (Round Trip Memos)	x	x	x		
Metal tabs to flag R & I cards		x	x		
Map of community and plastic overlay	x		x		
Name tags, stick on		x	x		x
Paper clips		x	x		
Pencil, Pencil sharpener		x	x	x	x
Ballpoint pens		x	x		
Pointer		x			
Recording instructions for R & I cards	x	x	x	x	x
Rubber bands (various sizes)		x	x		x
Rulers		x	x		
Registration and Inquiry Cards		x	x	x	x
R & I Manual	x	x	x		x
Resource board	x		x		
Scissors		x	x		x
Scratch pads		x	x		
Signs - Indicating location of R & I Service, Directional signs		x	x		x
Stapler , staples		x	x		x
Staple remover		x	x		
Tables, desks, chairs		x	x		
Tape - Cellulose, Masking		x	x		x
Telephone: Multi-Line			x		
Headsets			x		
Local Phone Directory	x	x	x		
Street and Address Directory			x		
Thumb tacks	x		x		x

**SPACE, EQUIPMENT, SUPPLIES AND REFERENCE AIDS
REQUIRED BY REGISTRATION AND INQUIRY SERVICE
AT OPERATIONAL SITES**

1. SPACE

(a) Reception Centre

Space is assigned by the Reception Centre manager based on the size and layout of the Reception Centre and number of evacuees to be received.

(b) Central Registry Bureau

The Central Registry Bureau will require space for the Intake, Inquiry and Search and Reply Units. Sufficient space for desks and large sorting tables will be necessary.

2. INDIVIDUAL R & I ROOM

A separate room or private space should be set aside for evacuees who may require assistance in registering and making out inquiries.

3. TRANSPORTATION

Couriers may be required to transport R & I cards from R & I Operational sites to the Central Registry Bureau.

4. COMMUNICATION

Telephone or other means of communication (amateur radio, C.B., courier) will be required between the chief of R & I at ESS Headquarters and Reception Centres, Central Registry Bureau or other R & I sites.

Telephone installation, equipment and number should be pre-planned with local telephone company. Remember to set aside sufficient telephones at the Central Registry Bureau for outgoing calls only. These telephone numbers should not be released to the public.

5. MAP

The chief of R & I and the Central Registry Bureau manager may require a composite map of the community on which can be indicated the disaster area as well as the location of all installations related to R & I operations, e.g., Reception Centres, Reception Centre Area boundaries, the location of existing and emergency hospitals, group lodging facilities, and of predetermined locations for evacuated special care facilities and mortuaries.

6. REGISTRATION AND INQUIRY SUPPLIES AVAILABLE

The Emergency Services Division of the Department of Health and Welfare Canada produces two kits containing the basic forms and some of the stationary supplies and equipment necessary to set up and operate the R & I service:

(a) Registration and Inquiry Card Kits

The Registration and Inquiry Cards are packaged in separate self-contained kits. Registration cards are packaged in lots of 500, whereas Inquiry Cards are packaged in lots of 750. (See equipment, supplies and reference aids list for those R & I items which are available in the R & I kits).

(b) Reception Centre Kits

The Reception Centre Kit is a plywood case containing the basic operational forms, stationary supplies, and equipment necessary to set up and operate the five Emergency Social Services in a Reception Centre. (See equipment, supplies, and reference aids list for those R & I items which are available in the Reception Centre kit).

(c) Supplementary Items

Supplementary items required to operate the R & I service should be obtained locally.

(d) Location of Kits

A limited number of R & I and Reception Centre Kits are strategically located throughout the country. Should an emergency occur, provincial authorities may obtain and use them in accordance with existing arrangements respecting federally owned equipment.

Provincial Emergency Social Services Directors may obtain one Reception Centre Kit to be used for demonstration, display and training purposes. Further information regarding R & I supplies and equipment may be obtained by writing to the Provincial Emergency Social Services Division.

REGISTRATION CARD — CARTE D'INSCRIPTION

PLEASE PRINT — EN LETTRES MOULÉES S.V.P.

1. FAMILY NAME — NOM DE FAMILLE

2 FIRST NAME — PRÉNOM	3 INIT.	4. NICKNAME — SURNOM	5. SEX SEXÉ	6. AGE ÂGE	12. PERMANENT ADDRESS — ADRESSE PERMANENTE
					13. CITY — VILLE
					14. PROV. — TERRIT.
					15. TELEPHONE TELEPHONE

LIST ONLY THOSE FAMILY MEMBERS WHO ARE WITH YOU AND WHO HAVE THE SAME FAMILY NAME AS YOU. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES MEMBRES DE LA FAMILLE QUI VOUS ACCOMPAGNENT ET PORTENT LE MÊME NOM DE FAMILLE QUE VOUS. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.

7 FIRST NAME PRÉNOM	8 INIT.	9. RELATIONSHIP LIEN DE PARENTÉ	10 SEX SEXÉ	11 AGE ÂGE	16 EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES PLEASE INFORM CENTRAL REGISTRY BUREAU IF YOU MOVE. AVERTIR S.V.P. LE BUREAU DU FICHIER CENTRAL SI VOUS VOUS DÉPLACEZ.

17. SPECIAL MEDICAL NEEDS — BESOINS MÉDICAUX PARTICULIERS

18 ADDITIONAL INFORMATION — AUTRES RENSEIGNEMENTS

19 PLACE OF REGISTRATION LIEU D'INSCRIPTION	20 DATE D-J	M	Y-A	21. TIME — HEURE	FOR OFFICE USE ONLY — À L'USAGE DU BUREAU SEULEMENT 22. CROSS-REFERENCE — RENVOI
MS 8110 (5-85) Health and Welfare Canada Medical Services Branch Emergency Services					

COPY 1 — PERSON REGISTERED
COPIE 1 — PERSONNE INSCRITE

COPY 2 — PLACE OF REGISTRATION
COPIE 2 — LIEU D'INSCRIPTION

COPY 3 — CENTRAL REGISTRY
COPIE 3 — FICHIER CENTRAL

REGISTRATION CARD

The Registration Card is used to record necessary information regarding the identity, physical condition and location of families or persons who as a result of a disaster are displaced.

1. RECORDING INFORMATION

The Registration Card is designed with sufficient printed instructions so that most people will be able to self-register. Each Registration Kit contains a blow-up of the Registration Card which can be used to instruct, if necessary, groups of evacuees on filling out the cards.

2. RECORDING INSTRUCTIONS

(a) General Instructions

- (i) One card is to be used to register all members of a family who have the same family name and who are at the place of registration together. A separate card must be completed for each accompanying person with a different family name.
- (ii) Evacuees should use a pencil or ballpoint when completing the card so that a clear carbon copy will be made.
- (iii) The cards should be checked for completeness before evacuees leave the registration area.

(b) Specific Instructions

(i) Emergency Address and telephone number (Block 16)

The information in this block is to be completed by or for evacuees who:

- a. are at Reception Centres and who are assigned to an emergency lodging site - group, private or commercial accommodation;
- b. are at private or commercial accommodation and who wish to inform the Central Registry Bureau of their present whereabouts; or
- c. have no firm plans as to where they will stay, but who wish to leave the name, address and telephone number of a contact person (friend, relative, employer, etc.) whom they will inform of their eventual emergency address.

NOTE: All evacuees should be reminded to advise the Central Registry Bureau if they relocate to a new emergency address. If possible, the Central Registry Bureau's telephone number should be given to evacuees.

(ii) Special Medical Needs - (Block 17)

Evacuees lodged in group facilities should advise staff of any special medical problems or needs, e.g., medications, wheelchairs, diets, etc. R & I workers must not write in medical diagnoses.

(iii) Additional Information - (Block 18)

May be used by evacuee or R & I staff to provide additional information regarding:

- a. names of additional family members;
- b. condition and whereabouts of evacuees;
- c. evacuation details - means of transportation, destination, date of departure and arrival, etc.;
- d. details regarding intended address; or
- e. other relevant information.

(iv) Date (Block 20) - and Time (Block 21)

The recording of the Time and Date on the Registration Card will assist R & I workers in determining which card is the most recent.

(v) Cross-reference - (Block 22)

To be used when spouse, child, step-child or accompanying dependent have a different family name and, therefore, register using a separate card. The family name of the person to be cross-referenced and their Registration Card number should be recorded in this space in order to facilitate the Inquiry task and help reunite families more quickly.

(vi) Restrictions on replies to inquiries (Restriction Block)

Some evacuees, because of personal or family concerns, may not want their emergency address released. If there are any restrictions concerning replies, evacuees should check the Restriction Block at the top right hand corner of the Registration Card. They could then write in the name(s) of those persons they do not want their emergency address release to in Block 18.

3. DISTRIBUTION OF REGISTRATION CARD

Copy 1 (Gold) - To be given to the Person Registered

Copy 2 (Pink) - To be retained at Place of Registration

Copy 3 (White) - To be forwarded to Central Registry Bureau

INQUIRY CARD — DEMANDE DE RENSEIGNEMENTS
PLEASE PRINT — EN LETTRES MOUILLÉES S.V.P.

NO. **749501**
No.

LIST ONLY PERSONS WITH THE SAME FAMILY NAME AND
ADDRESS. FILL OUT SEPARATE CARDS FOR OTHER PERSONS.
INSCRIRE SEULEMENT LES PERSONNES AYANT LE MÊME
NOM DE FAMILLE ET ADRESSE. REMPLIR UNE CARTE DISTINCTE POUR
TOUTE AUTRE PERSONNE.

1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT
NOM DE FAMILLE DES PERSONNES RECHERCHÉES

2 FIRST NAME PRÉNOM	3. INITIAL INITIALE	4 SEX SEXÉ	5 AGE ÂGE

6. PERMANENT ADDRESS — ADRESSE PERMANENTE

7. TELEPHONE
TELEPHONE

19. REMARKS / REPLY — REMARQUES / RÉPONSE

8. ADDITIONAL INFORMATION — AUTRES RENSEIGNEMENTS

9. PLACE OF INQUIRY
LIEU DE LA DEMANDE

10. DATE
D-J

M

Y-A

11. TIME — HEURE

D-J

M

Y-A

20. ANSWER — RÉPONSE

D-J

M

Y-A

21. SIGNATURE

MS 8111 (5-65)

Health and Welfare Canada
Medical Services Branch
Emergency Services
Sanité et Bien-être social Canada
Direction générale des services médicaux
Services d'urgence

COPY 1 — PLACE OF INQUIRY
COPIE 1 — LIEU DE DEMANDE

COPY 2 — CENTRAL REGISTRY
COPIE 2 — FICHIER CENTRAL

COPY 3 — CENTRAL REGISTRY
COPIE 3 — FICHIER CENTRAL

NAME OF PERSON MAKING THIS INQUIRY — NOM DU DEMANDEUR (DÉRENSE)

12. FAMILY NAME — NOM DE FAMILLE

13. FIRST NAME — PRÉNOM

14. INIT

15. RETURN ANSWER TO — ENVOYER REPONSE A
ADDRESS — ADRESSE

16. TELEPHONE
TÉLÉPHONE

READ CAREFULLY BEFORE COMPLETING — LISEZ ATTENTIVEMENT AVANT DE REMPLIR

INQUIRY CARD

The Inquiry Card is used to record the necessary information from inquirers regarding missing persons and to trace and positively identify the persons missing, if they have registered.

1. RECORDING INFORMATION

The Inquiry Card is designed with sufficient printed instructions so that most people will be able to fill it out on their own. Each Inquiry Card Kit contains a blow-up of the Inquiry Card which can be used to instruct, if necessary, groups of persons on filling out the cards.

2. RECORDING INSTRUCTIONS

(a) General Instructions

- (i) One card may be used to inquire about all the members of one family who have the same family name and address. A separate card must be completed for each person with a different family name and/or address.
- (ii) Inquirers should use a pencil or ballpoint when completing the card so that a clear carbon copy will be made.
- (iii) The cards should be checked for completeness before inquirers leave the inquiry area.
- (iv) Copies 2 and 3 of Inquiry Cards must not be separated before they are sent to the Central Registry Bureau.

(b) Specific Instructions

(i) Restrictions - Replies to Inquiries

Search and reply workers at the Central Registry Bureau should immediately check the restriction block at top right hand corner of registration cards and verify if there are any restrictions on replies to inquiries.

(ii) Family Name of Person(s) you are inquiring about (Block 1)

Inquirer prints the family name of the person(s) about whom he/she is inquiring.

(iii) First Name - (Block 2)

Inquirer prints the first or given names of person(s) about whom they are inquiring.

(iv) Permanent Address (Block 6)

Inquirer records the pre-disaster address of the person(s) about whom they are inquiring.

(v) Additional Information – (Block 8)

May be used by Inquirer or R & I staff to provide additional information regarding:

- a. names of additional family members;
- b. relationship of inquirer to person(s) about whom they are inquiring;
- c. additional information that could assist in locating missing person such as names of employer, friends, distinguishing features, name of school children attend etc.

(vi) Date (Block 10) and Time – (Block 11)

The recording of the Time and Date on the Inquiry Card will assist Inquiry workers in determining which card is the most recent.

(vii) Return Answer to (Block 15)

Inquirer records his/her permanent address or emergency address if he or she is also an evacuee.

(viii) Telephone (Block 16)

Inquirer should record his or her home and business telephone number as well as the area code.

(ix) For office use only (Blocks 17, 18, 19, 20, 21)

Information blocks in this section will be completed by Search and Reply workers at the Central Registry Bureau.

(a) Condition (Block 17)

Information regarding the condition of person(s) should be accurate. Verify if unsure.

(b) Remarks – Reply – (Block 19)

May be used by Search & Reply staff to provide additional information regarding:

- a. condition and whereabouts of evacuees;
- b. evacuation details - means of transportation, destination, date of departure and arrival, special needs, etc.;

- c. details regarding intended address;
- d. efforts made to locate missing person(s) if unable to locate;
or
- e. details regarding reply to inquirer

3. DISTRIBUTION OF INQUIRY CARD

Copy 1 (Green) - To be retained at Place of Inquiry
Copy 2 (Yellow) - To be forwarded to the Central Registry Bureau
Copy 3 (Buff) - To be forwarded to the Central Registry Bureau

STANDARD TELEPHONE REPLIES TO INQUIRERS

The following suggested Standard Telephone Replies to Inquirers are provided as a guide for Search and Reply staff should they be unable to positively locate a missing person(s).

"WITH REFERENCE TO YOUR INQUIRY CONCERNING
WE HAVE NOT YET BEEN ABLE TO
LOCATE PARTY. FOLLOWING INFORMATION IS AVAILABLE:

- A) NAME (OR NAME OF FAMILY) DOES NOT APPEAR ON LIST OF KNOWN DEAD OR INJURED.
- B) ADDRESS (i) IS IN AFFECTED AREA
(ii) IS NOT IN AFFECTED AREA

WE WILL CONTINUE OUR EFFORTS TO LOCATE AND ADVISE. IF INQUIRER HEARS FROM MISSING PERSON DIRECT, PLEASE ADVISE."

* ADAPTED FROM AMERICAN RED CROSS DISASTER SERVICES: INSTRUCTIONS FOR DISASTER WELFARE INQUIRY CADRES (ARC 3036). WASHINGTON, DC, 1978.

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